

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 07-0390

ORIGINAL

Regarding a complaint by (Person making the complaint): Margaret Daniel *Margaret Daniel*

Against (Utility name): At& t Telephone Company

As to (Reason for complaint) Give Me my unlimited call pack back.

My unlimited call pack was suspended /taken from me for something
that I wasn't aware of until later on, when at&t informed me about
in Chicago Illinois. my dial up number.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 8812 South Burley

The service address that I am complaining about is 8812 South Burley Chicago 60617

My home telephone is [773] 374-7946

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 374-7946

(Full name of utility company) At&t Telephone Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Consumer Fraud Code 815IC.S505/1 815ICIC.S505/1

I would like to have my unlimited call pack reinstated

I would like At&T too restore me whole for everything I have

been through and too pay for all the inconvenience I have been

through, pain and suffering.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

I have been going through this back and forth with at&t for over a year, There has been nothing explained to me as to why they suspened my unlimited call pack unlimited is that I was using the wrong dial up number in which they issued me the dial up number.. My bill is very inconsitant.

I feel that this should have been resolved during the mediation, if Jessica cooper would have did her job and represented me instead of on At&t side.

Please clearly state what you want the Commission to do in this case:

I would like for you to represent me properly, and to order At&T to give me back my unlimited call pack back, and to eat the new charges that they have on my phone bill.

Date:

6-22-07

(Month, day, year)

Complainant's Signature

Margaret Dain

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Margaret Dain, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

X (Signature)

Margaret Dain

Subscribed and sworn/affirmed to before me on (month, day, year)

June 22, 2007

Notary Public, Illinois

Sandra Taboada



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.